



CITY OF HOUSTON

Job Posting

tj	Applications accepted from:	ALL PERSONS INTERESTED
	Job Classification	CUSTOMER SERVICE REPRESENTATIVE II
	Posting Number	PN#107546
	Department	Department of Public Works & Engineering
	Division	Resource Management Division
	Section	Utility Customer Service Section
	Reporting Location	4200 Leeland
	Workdays & Hours	M – F, 8:00 a.m. – 5:00 p.m.*
		*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Use effective problem-solving techniques to provide general information and customer assistance for quality service. May function in a lead capacity. Assist customers with various inquiries. Researches and reviews accounts, gathers information and requests field investigations. Uses effective questioning techniques to verify/confirm customers' concerns. Prepares documentation to make adjustments to correct billing discrepancies. Maintains and monitors various records and reports concerning billing. Mail letters and corrected bills to customers. May provide information to customers who require financial assistance. May contact other agencies and utility companies to release services on completed projects.

WORKING CONDITIONS

This position is physically comfortable; the individual has some discretion about walking, standing, etc.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or a GED certificate.

MINIMUM EXPERIENCE REQUIREMENTS

Two (2) years of administrative or customer service related experience is required.

MINIMUM LICENSE REQUIREMENTS

None

PREFERENCES

Preference will be given to applicants with an accounting and financial degree; previous experience in utility billing and adjustments. Computer skills in Windows, Word, and Excel. Excellent verbal and written communication skills. Must have good analytical skills. Bilingual preferred.

SELECTION/SKILLS TESTS REQUIRED

None

However, The Department may administer a skill assessment evaluation.

SAFETY IMPACT POSITION

☐ Yes ☒ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

Salary Range – Pay Grade 15
\$901 - \$1,217 Biweekly \$23,426 - \$31,642 Annually

OPENING DATE

November 9, 2005

CLOSING DATE

November 15, 2005

APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. **Our TDD (Telephone Device for the Deaf) phone number is 713.837.9496 candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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